



Donald Swift Education Endowment

Introduced in September 2008, the Donald Swift Education Endowment (DSEE) is borne of the belief that given an opportunity that would normally not be available to them, motivated individuals will deliver amazing results.

The DSEE was designed to assist one dedicated person from a member organization, who may not normally attend, the opportunity to experience the value of a CAM-X Convention. The trust fund has been established to cover the expense of the attendee; including conference registration, accommodation and travel.

The award will be presented to the individual employee of a member company who is deemed to most exemplify the mission statement and values promoted by CAM-X. Each member company will be eligible to submit one applicant, annually, along with an essay format recommendation, detailing the applicant's qualifications for eligibility.

Mission Statement

As the National voice for the Call Management industry, CAM-X contributes to our member's profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of the industry.

Code of Ethics

We believe in the telemessaging industry and its future, and that a service business must be a credit to itself and the industry.

We will encourage sound business practices and professional service to customers and employees we believe that our business is dependent upon; and that we have an on-going obligation to our customers, the public, and to our industry members.

We Pledge

To our Customers

- That we will strive to provide a service which is professional, honorable and affords us the opportunity to serve society.
- That we will consider the communication needs of our customers, recommend the best ways to fulfill those needs and faithfully follow the direction and desire of our customers.
- That we will honor all information which may come to our attention relating to the business and/or affairs of others and shall keep that information in the strictest confidence unless compelled to divulge it according to law.

To the Public

- That we will respect the responsibility to act in the public's best interest conforming to all regulations and standards set down by public authority.
- That we will endeavor to create a better understanding of the capabilities and the benefits of professional telemessaging to the public.
- That we shall not make or cause to permit or allow to be made or published any false, untrue or deceptive statement by way of advertising or otherwise.
- That we will actively support recognized civic, charitable and beneficial groups which contribute to the betterment of our community.

To our Associates

- That we will maintain friendly, ethical relations with other telemessaging services and will not knowingly transact business in a dishonest or illegal manner which would be a discredit to our industry.
- That we resolve to maintain the highest morals and standards possible, including when operating under the umbrella of a corporate identity.
- That we will consider unethical the obtaining of business by commercial bribery, coercion or unfair business practices.
- That we acknowledge our obligation to render to all our customers a service which is efficient, courteous, impartial and confidential, at a reasonable rate, sufficient to establish and maintain a high standard of operation.

By all definitions, Donald Swift epitomizes the Canadian entrepreneur. Born in the mid 1920's Don grew up during the depression era. The oldest of five children, he learned at a very early age that success is born from not only working hard, but also, working smart. As a leader his expectations of those working with him are exceeded only by the expectations he puts upon himself.

Don has always appreciated the value of sharing ideas and information with industry counterparts. During his working life he was instrumental in organizing numerous industry associations. He is a Past President of The Telephone Answering Association of Canada (TAAC) and is considered by many to be the father of CAM-X.

He has always been a strong supporter of CAM-X and is truly honored to lend his name to such a valuable benefit of being a member of CAM-X.

Application

Nominating Organization: _____

Individual Completing Application: _____

Ownership/Management Team: _____

Address: _____

City: _____ **Province/State:** _____ **Postal/ZIP Code:** _____

Phone: _____

Fax: _____

Email: _____

Website: _____

"... There are so many dedicated employees within our collective organizations who would benefit greatly by attending industry events, but the cost is just too prohibitive to send all those who we would like to send"...

Douglas D. Swift, Tigertel

Nominee Name: _____

Position: _____

Include in Nomination Proposal

- Applications Questions 1-3 below
- A Brief Biography of the Nominee (Personal & Business)
- A brief description of why the nominee is deserving of this award

Application Questions

1. What position is the individual accountable for?
2. What is the applicant's primary responsibility?
3. Provide a verbal picture of the applicant's social conscience within the workplace and within the local community.